

Client Care Considerations

Prepare to examine the physical, mental and home care needs of you or a loved one in order to assist the Service Agency in choosing a qualified worker.

1. Needs

First consider the actual care needs and write out a list of items that need to be provided. Be able to give an example of a typical day for the care recipient, from the moment they wake up until they go to bed and include a timeline of when they prefer meals, naps and other activities.

2. Hands-on

How much hands-on care is needed vs. companion care? If more companion care is needed, make a list of possible activities.

3. Transportation

Do you need a Caregiver who can escort the client to doctor's appointments and social activities? If so, what mode of transportation will they use? Will the Caregiver drive the client in the client's car? Keep in mind that you may need to research your car insurance coverage if this is the case. Will the Caregiver drive the client in the Caregiver's car? If so, be aware that there will be mileage charges for reimbursing the caregiver. Most agencies in the State of Illinois should carry an insurance rider for transporting clients in a non-owned automobile. Be sure to ask. (Some cities provide special transportation privileges for seniors and you may want to contact your local Department on Aging for information).

4. Memory Loss

Is there memory loss? If so, have you had the type of Memory Loss diagnosed (Alzheimer's Disease, Huntington's Disease, Pick's Disease, Frontal Lobe Dementia, Frontotemporal Dementia, Lewy Body Disease, Normal Pressure Hydrocephalus, Vascular Dementia, Parkinson's Disease)? Blood clots and brain tumors may also cause dementia. A diagnosis of dementia type will help the agency to better understand the care needs and assign a Caregiver with the right type of training and qualifications.

5. Language

All of our caregivers speak English.

6. Hours

How many hours of care per day will you require? Review the list of services you will need performed during the care visit and decide on the minimum number of hours per day which would work as a starting point. The agency will need to know the hours of service to assign a Caregiver and will allow you to adjust the hours after the first week to accurately meet the care needs.

7. Dietary

Are there any special cooking requirements? Communicate any food allergies or specific cooking requests and consider how groceries will be purchased or delivered if the care recipient is unable to shop for groceries on their own.

8. Additional Skills

Are there any "skilled" care requirements, such as taking blood pressure, blood sugar testing, wound care or a feeding tube? Communicate if these specialized services will need to be performed or monitored.

9. Medication Management

Under IDPH licensing regulations no Home Services Agency can administer medications. We can offer reminders and assist with taking medications. However, you should be able to provide a list of medications and the time of monitoring so the Agency can implement properly. We can coordinate and arrange "skilled care" if needed for extreme medication applications.

10. Care Management

Will Care Management be required? As Caregivers are responsible for providing the "hands-on" care, they do not have time to manage the overall care issues. A trained Care Manager can supervise all of the care needs, from organizing medications in a pillbox and obtaining refills (due to insurance purposes, this service usually must be provided by a Supervisor or R.N. depending on the state laws), to arranging doctor's appointments and other necessary services. A Care Manager will work with family members and take on responsibilities which they are unable to perform and provide professional expertise in guiding the long-term care decisions.

**AS EXPERTS IN OUR FIELD OF SERVICES,
OUR CARE MANAGEMENT TEAM CAN WORK WITH YOU AND/OR YOUR FAMILY TO IMPLEMENT
THE FINEST HOME CARE SERVICES AVAILABLE.
THE RANGE OF RESOURCES AND SKILL AVAILABLE TO OUR AGENCY IS CONSIDERED BY MANY
PROFESSIONALS TO BE AMONGST THE BEST IN LAKE COUNTY.**
